

PR WIOA Annual Report PY 2021

Department of Economic Development and Commerce
Department of Labor and Human Resource

DECEMBER 1, 2022

**Puerto Rico Workforce Development
Program**

DEPARTMENT OF ECONOMIC
DEVELOPMENT AND COMMERCE
DEDC



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December 1, 2022

Employment and Training Administration
US Department of Labor

The Puerto Rico Department of Economic Development and Commerce, the Puerto Rico Department of Labor, and the Puerto Rico State Workforce Investment Board, on behalf of the Governor of Puerto Rico, Hon. Pedro Pierluisi Urrutia, is pleased to submit the PY 2021 WIOA Annual Report narrative. The report been submitted includes information about the activities developed during the past year for the workforce.

The most significant achievement of PY 2021 is that we were able to comply with all Employment and Training Administration (ETA) 9169 programmatic reports for all program years under WIOA. In addition, the implementation of the Participant Record Information System (PRIS), our data base system, has facilitated the continuous improvement of our compliance with WIOA requirements. This data base system has allowed us to meet and submitted all quarterly reports according to the schedule established by the ETA.

We appreciate all the technical assistance we have received from ETA Region I and look forward to further improving our programs performance.

Respectfully,

Workforce Development Program

TITLE I ADULTS, DISLOCATED WORKERS AND YOUTH PROGRAMS SERVICES

Program Participation Levels

Participant Record Information System (PRIS) which is Puerto Rico's database system reflects 13,257 participants in PY21: 49% adults, 41% dislocated workers, and 11% youth. Regarding the type of services, 71% of youth, adults, and dislocated workers received career services, and 29% received training services.

Program Year 2021 Participants by Title I Program				
Type of Service	Adults	Dislocated Workers	Youth	TOTAL
Career Services	4,294	4,279	882	9,455
Training Services	2,141	1,119	542	3,802
TOTAL	6,435	5,398	1,424	13,257

Program Year 2021 Exits by Title I Program				
Type of Service	Adults	Dislocated Workers	Youth	TOTAL
Career Services	2,599	1,968	690	5,257
Training Services	1,021	457	184	1,662
Total	3,620	2,425	874	6,919

The programmatic exits reflected in PY 21 were 6,919 participants with 52% adults, 35% dislocated workers and 13% youth. Related to the type of services, 75% of the participants received career services, while the remaining 25% received training services.

EFFECTIVENESS IN SERVING EMPLOYERS PERFORMANCE INDICATOR

The DEDC (Title I programs) and the core partners (Title II, III and IV) selected the *retention with same employer* and *employer penetration rate* to report the *Effectiveness in Serving Employers* (ESE) performance measure. The WIPS downloaded the following reporting data:

Employer Services	Establishment Count
Employer Information and Support Services	1,817
Workforce Recruitment Assistance	1,665
Engaged in Strategic Planning/Economic Development	42
Accessing Untapped Labor Pools	44
Training Services	220

Incumbent Worker Training Services	3
Rapid Response/Business Downsizing Assistance	6
Planning Layoff Response	0

Pilot Approaches	Numerator/ Denominator	Rates
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate	884 2,301	38.40%
Employer Penetration Rate	3,797 45,895	8.30%

TITLE I PROGRAMS PERFORMANCE ACCOUNTABILITY SYSTEM

The Youth, Adults and Displaced Workers Programs served 13,257 participants in PY21. Participants with exits from the program were 6,919, which represents 46% of the participants. The adult program served 4,532 participants and 2,236 with program exits, or 49%, while the dislocated workers program served 3,180 and 1,369 program exits. The youth program served 1,315 participants with 545 exits, equivalent of 41% of which received service.

Performance Indicators	PY 2021		%
	Negotiated Rate	Actual	
Adult Program			
Employment Rate - Second Quarter After Exit	62.0%	71.50%	115%
Employment Rate - Fourth Quarter After Exit	47.0%	63.0%	134%
Median Earnings - Second Quarter After Exit	\$2,980	\$3,510	118%
Credential Attainment Rate	47.0%	59.9%	127%
Measurable Skill Gains	25.0%	78.6%	314%
Effectiveness in Serving Employers - Retention with the Same Employer	-	-	-
Dislocated Worker			
Employment Rate - Second Quarter After Exit	64.0%	68.5%	107%
Employment Rate - Fourth Quarter After Exit	50.0%	64.2%	128%
Median Earnings - Second Quarter After Exit	\$3,544	\$3,263	92%
Credential Attainment Rate	51.0%	52.2%	102%
Measurable Skill Gains	17.5%	14.3%	82%
Effectiveness in Serving Employers - Retention with the Same Employer	-	-	-
Youth			
Employment Rate - Second Quarter After Exit	44.0%	60.5%	138%
Employment Rate - Fourth Quarter After Exit	44.0%	61.6%	140%
Median Earnings - Second Quarter After Exit	\$2,980	\$2,524	85%
Credential Attainment Rate	47.0%	43.5%	93%

Measurable Skill Gains	30.1%	25.0%	83%
Effectiveness in Serving Employers - Retention with the Same Employer	-	-	-

During PY21, Puerto Rico complied with twelve (12) of the fifteen (15) performance measures negotiated with the USDOL. The measures not reached are Measure *Skill Gains* in the Dislocated Workers and Youth and the *Median Earnings - Second Quarter After Exit* in the youth program. The performance in PY21 reflected a substantial improvement compared to PY20, in which only seven of the 15 negotiated measures were achieved. The PRIS database has allowed PR to comply with the programmatic reports required in the WIOA regulations and beyond reporting quarterly and annual reports according to the schedule established by the USDOL.

In the following section, we present a summary of the results obtained from each one of the negotiated performance measures.

For the *Employment Rate - Second Quarter After Exit*, the Adult Program reached 71.5% performance rate. The Dislocated Worker Program reached 68.5% performance rate and the youth program 60.5% performance rate. The three programs exceeded 100% of the negotiated measure.

In the measure of *Employment Rate - Fourth Quarter After Exit*, Adult, Dislocated Workers Programs and Youth met and exceeded the negotiated measure with 63.0%, 64.2.5% and 61.6%, respectively.

The *Median Earnings Second Quarter After Exit* was achieved in the Adult and Dislocated Workers programs, with over 90% of the negotiated measures. In the Youth programs, the median earnings reached 85% of the negotiated performance measure. However, although 90% of the median earnings were not reached, the program reflected a significant increase compared to the PY 2020, in which the performance was 9% of the negotiated median.

Related to the *Credential Attainment Rate*, the three (3) programs reached the 90% required to comply with the negotiated measure, with rates of 59.9% in adults, 52.2% in dislocated workers, and 43.5% in the youth program. The Measurable Skill Gains were achieved with considerable scores in the adult program. However, the state will assess the database to identify the possible factors for high performance, considering the number of participants that were considered to calculate the rate. In dislocated workers, and youth programs, the negotiated measures of skill gains were reached, but with a gap of less than 8% to reach the 90% required to meet the indicator.

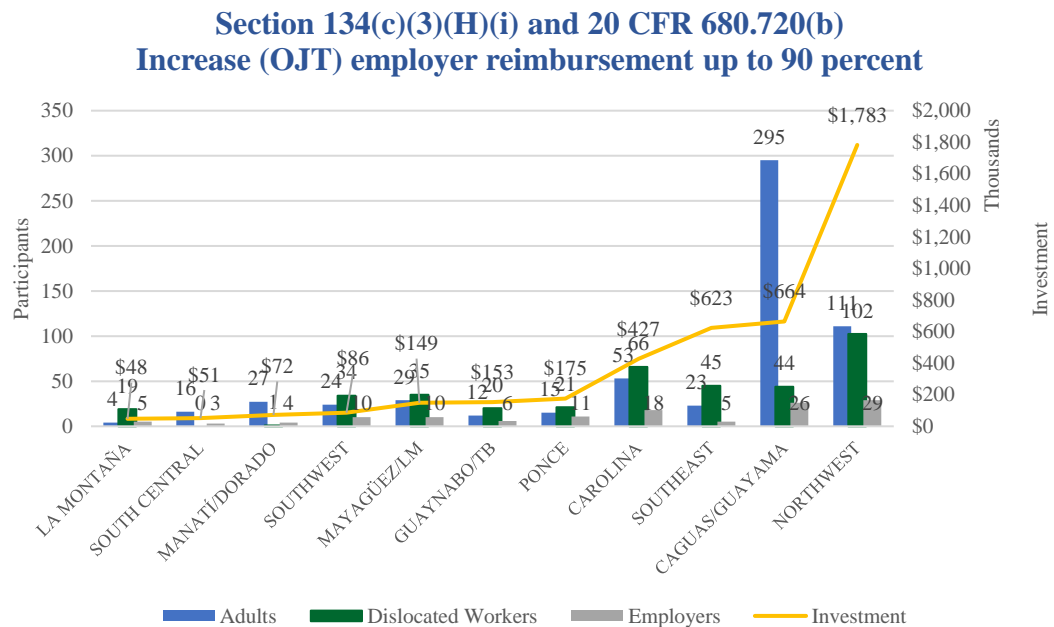
We are currently assessing with the state and local boards the strategies that need to be implemented to surpass this performance measure in the next program year. In addition, the state will offer technical assistance to the 15 LWDAs to increase service delivery to ensure that the performance measures can be reached in the following program year.

USE OF APPROVED WAIVER'S FLEXIBILITIES

The USDOL approved the waiver request of specific statutory and regulatory provisions of WIOA. This action was taken under the Secretary's authority to waive specific requirements of WIOA Title I, Subtitles A, B, and E, and Sections 8 - 10 of the Wagner-Peyser Act in WIOA Section I 89(i). As a result, PRWDP has two (2) approved waivers until June 30, 2022:

1. WAIVER OF WIOA SECTION 134(C)(3)(H)(I) AND 20 CFR 680.720(B) TO INCREASE ON THE JOB TRAINING (OJT) EMPLOYER REIMBURSEMENT UP TO 90%.

USDOL approved this waiver on February 12, 2021, and it was valid until June 30, 2022. The waiver allowed Puerto Rico's businesses to rapidly adapt to technological and general marketplace changes by improving their capacity to expand and remain competitive with affordable OJT options uniquely designed to achieve their specific development goals. In addition, the reduced match requirement for employers, particularly new start-ups and small to medium-sized businesses, provides an attractive and cost-effective financial incentive, increasing the opportunity to utilize the OJT model for hiring and training new workers.



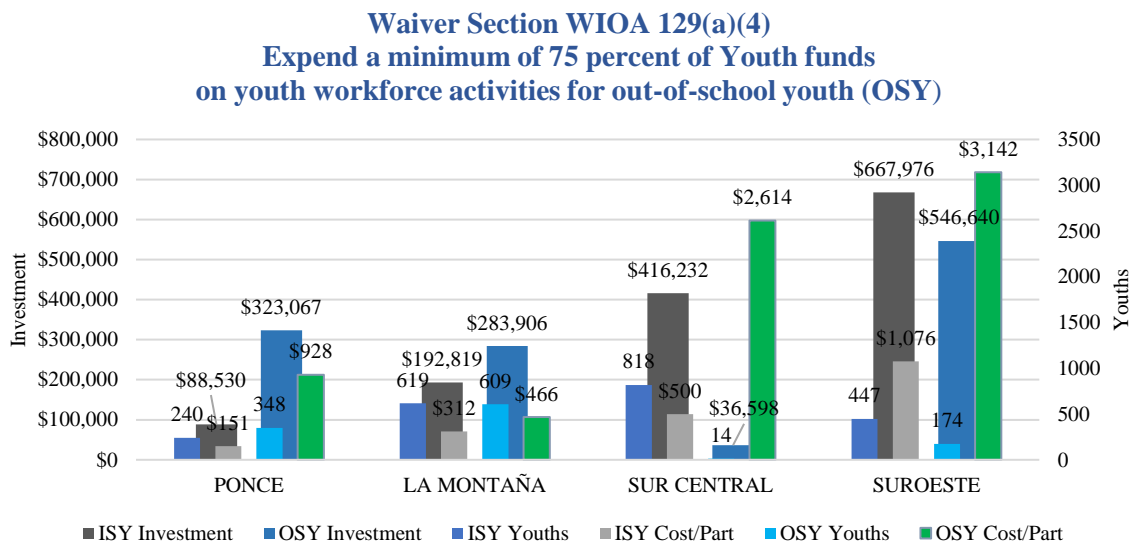
Source: Puerto Rico Workforce Development Program (2021)

From an economic development standpoint, increasing the number and quality of the labor force stimulates the competence and competitiveness of Puerto Rico's economy. This waiver has been a key tool to help LWDA's to attract new employers to the workforce system. For example, during PY21, this waiver was used by eleven (11) LWDA's with a participation of 127 employers and 213 employees, 111 adults, and 102 dislocated workers, with a total expenditure of \$4,230,470. The waiver has increased employee and employer participation, as shown in chart 1.

Based on the labor and business sector background in Puerto Rico, the waiver is significantly adding to Puerto Rico's workforce and economy by increasing the opportunity to promote job skills improvement, job creation, and business sustainability in various economic regions of Puerto Rico.

2. WAIVER OF THE REQUIREMENT UNDER WIOA 129(A)(4), AND CONSISTENT WITH 20 CPR 681.410 THAT STATES AND LOCAL AREAS MUST EXPEND A MINIMUM OF 75 PERCENT OUT-OF-SCHOOL-FORMULA FUNDS ON YOUTH WORKFORCE ACTIVITIES FOR OUT-OF-SCHOOL YOUTH (OSY).

This waiver was approved by USDOL on April 20, 2021, and it was valid until June 30, 2022. Puerto Rico continues its efforts to provide employment and education services for out-of-school youth (OSY). The chart below shows the participation of OSY and ISY for the PY21. The approval of waivers in previous years had a significant effect on increasing ISY participation. The four (4) local areas that used the waiver in the aggregate reported expenditures of \$2.55 million during the PY21. The following chart shows the relationship between participation and expenses in the WIOA Youth Program.



REGISTERED APPRENTICESHIP PROGRAM

During PY 2021-2022, DEDC actively promoted Registered Apprenticeships Program (RAP) in every economic development initiative as an essential key player in Puerto Rico's workforce system. RAP continues to advance, and every day, more employers and organizations see apprenticeship as the most effective tool to achieve a skilled workforce in a competitive market.

During the PY 21, the Puerto Rico Apprenticeship Office (PRAO) achieved:

- Six (6) new programs (22 total RAPs since 2019)
- 356 new apprentices (803 apprentices in training at the end of PY 2022)
- 27 apprentices completed the program and became in *journey workers*
- 94% of Apprenticeship State Expansion (ASE) funding used
- Apprenticeship performance module is completed and in use

From the ASE grant of which Puerto Rico received \$709,753.20 in 2019, PRAO spent almost 94% of the funds. In May 2022, an extension was granted that does not involve an increase in costs. The extension is valid until June 2023. This will allow us to use the 6% remaining balance.

In early 2021, the WDP engaged the services of a software developer to design and build a universal platform that will facilitate data entry for participants served with WIOA funds and other DOLETA allocations. This module is an integral part of the (PRIS), where we can register the performance of our apprentices through the 111 elements (previously 131) required by the PIRL.

Engaging LWDBs in developing apprenticeship programs helps expand the program and expose participants to the services offered at American Job Centers (AJCs). Once enrolled in apprenticeship programs, the objective assessment and case management may help participants to warrant retention and participation in the related classroom training. Also, support services will be provided through WIOA Title I, such as transportation, childcare, diets, and tuition materials to support their program advancement.

National Apprenticeship Week 2021

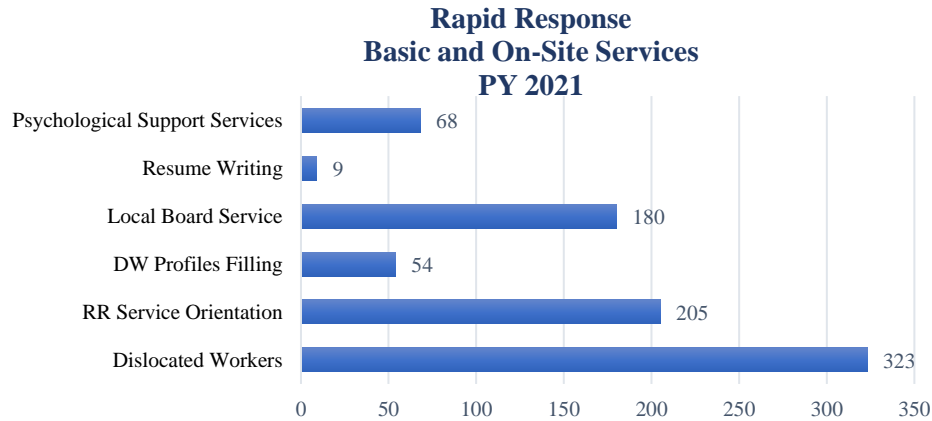
For the fourth year in a row, Puerto Rico celebrated National Apprenticeship Week on November 15-21, 2021. The theme for this year was Apprenticeship: A new tool for economic development. In addition, the PRAO, considering the social distance, offered in-person presentations about "How to engage prospect employers in Apprenticeship." This series of technical assistance assisted seven local areas staff with an on-site workshop with Coopervision Manufacturing and Guidant and Puerto Rico Industries for the Blind.

In March 2022, we celebrated our annual Apprenticeship Accelerator. More than 50 potential sponsors assisted to the event. We had the participation of representatives of the OA-Region I, Mr. Charles McNeil and Mr. Bernard Treml. Mr. McNeil gave a workshop on the advantages of RAP. Also, we had the participation of Mr. Edison Freire of Jobs for the Future, who spoke of his experience working with employers for more than 20 years in establishing the RAP.

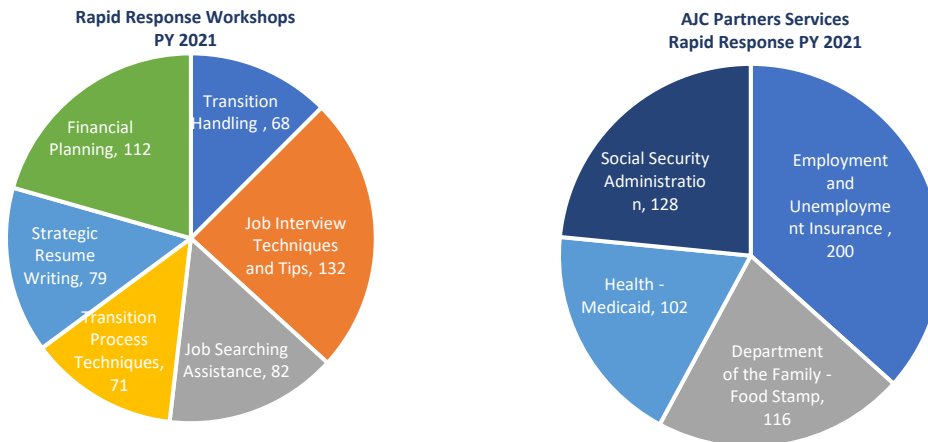
RAPID RESPONSE SERVICES

The State Unit for Dislocated Workers and Employers (UETDP, for its Spanish acronym) of the WDP offered Rapid Response Services to 10 companies that announced closures or layoffs throughout the island. This included 996 dislocated workers and delivered services to 323. The

Rapid Response Services include site visits, coordination of services with other government agencies, educational sessions, resume workshops, planning and executing recruitment fairs, and participating in job fairs. In addition, the compiled data of the impacted dislocated workers are counted for and registered in the Dislocated Worker Profile System.



SUMMARY OF SERVICES PROVIDED IN THE RAPID RESPONSE SERVICES



The most outstanding services provided to dislocated workers were educational sessions and psychological support with an investment of \$11,942 for services to 658 dislocated workers.

TRADE ADJUSTMENT ASSISTANCE (TAA)

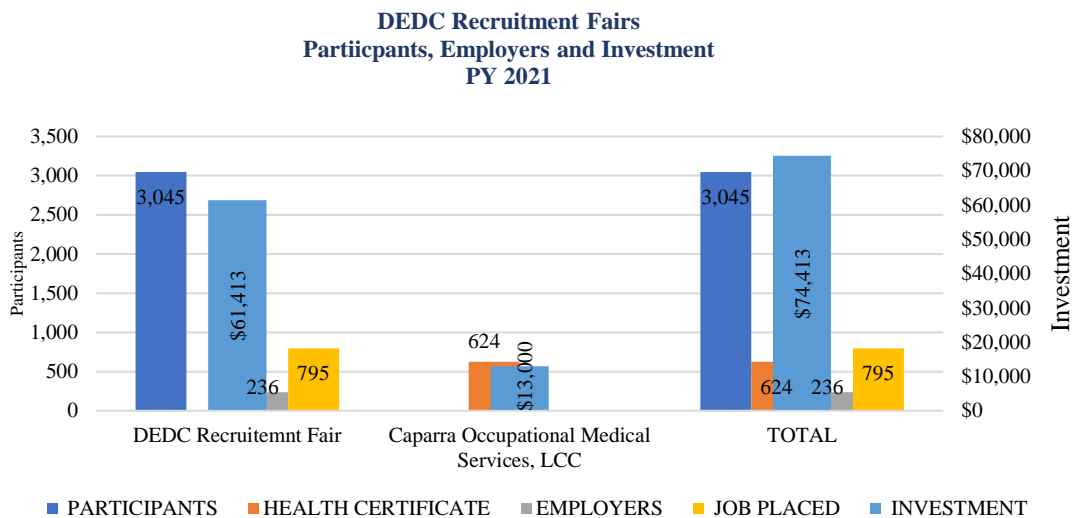
During this fiscal year, the Trade Adjustment Assistance (TAA) program provided services to certified companies and one (1) newly certified company. These new certifications have 128 workers affected by the trade adjustment. During this fiscal year, we had a total of five (5) active certifications of the certified companies, we have forty (40) participants who have been integrated into the workforce in a new job. Some of them have already been fully disbursed, and others are in the process of completion for the final disbursement of the investment in services.

The services offered to program participants are summarized as follows:

<i>Services</i>	Numbers of Requests and/or Claims	Numbers of Participants	Investment
<i>TRAINING</i>	24	24	<i>\$123,142.65</i>
<i>RELOCATION</i>	1	0	<i>0.00</i>
<i>RTAA</i>	10	10	<i>\$25,585.60</i>

DEDC EMPLOYMENT FAIRS

As part of the Rapid Response services, the UETDP, organized recruitment fairs for the private sector to address the need for employees. Due to the nationwide COVID-19 pandemic our recruitment fairs provided employers the ability to comply with state measures implemented to control the spread of the virus. The health certificate was provided to the participants hired at the fair by the employers.



In addition, the rapid response unit participated in several activities including job fairs, assistance for employers or participants services in educational institutions, public housing, or communities with barriers to job search, among others.

LAYOFF AVERSION FUNDING COVID-19

Layoff aversion strategies and activities are designed to prevent or minimize the duration of unemployment resulting from layoffs. During this fiscal year, and as part of the activities associated with the COVID-19 pandemic, temporary employment activities were carried out through the 15 local areas to cover the need of the emergency with positions such as nurses, distribution of prevention material, tutoring for students taking classes from home, caregivers,

contact tracer, among others. The total number of participants impacted was 1,489, with an investment of \$8,254,898.77.

PROJECTS FUNDED WITH STATE RESERVE WIOA FUNDS

The following breakdown includes the activities carried out with the governor's reserve funds from July 1, 2021, through June 30, 2022, for On-the-Job Training (OJT), Customized Training, and training activities under the Registered Apprenticeship Program. Programs funded through WIOA have become a critical partner in Puerto Rico's economic development efforts. These funds, especially those related to state reserve, will impact new businesses, and support existing ones by offering skilled workers and incentives. The development of this trainings resulted in the creation of 449 new jobs. Of these, 84 will receive national on-the-job credentials, and 181 incumbent workers will receive a credential under the RAP.

1. DE Holdings - DE Holdings is a company engaged in the tourism industry. The company was delegated \$773,595.73 to provide On-the-Job Training (OJT) for 92 participants in different positions essential to operate the company. This project has benefited from the waiver approved by the United States Department of Labor (USDOL), which allows for 90% reimbursement for OJT activities until June 30, 2024.
2. One Health Direct - One Health Direct is a company specializes in direct sales services of medical devices and services through a Call Center. They currently have 54 employees and needs to recruit and train 225 new employees to keep the company competitive. Due to the current waiver, the company was delegated \$1,740,367.20, corresponding to 75% of the OJT cost to train the new employees.
3. Guidant Puerto Rico – is a company specializes in the manufacture of pacemakers, defibrillators, and other medical instruments for heart failure. The company currently has approximately 800 employees. Guidant Puerto Rico must retrain and certify 95 incumbent workers under the Apprenticeship Program. The company was delegated \$4,032,359.96 to train and certify this number of apprentices,
4. T&O Project Management Group - It specializes in home repair and construction. T & O Project intends to retrain its workforce through a registered apprenticeship program to have a skilled workforce. T&O Project needs to retrain 16 carpenters through a Registered Apprenticeship Program of 4,000 hours of On-the-Job Learning (OJL) and 288 hours of Related Instruction. The company was delegated \$836,800.00
5. Hogarea Inc. - Hogarea intends to recruit 22 new employees. The company was delegated \$241,776.00.
6. Forevenue, LLC - The company was delegated \$700,000.00 to recruit and offer OJT to 100 SDRs.

7. Puerto Rico Industries for the Blind, Corp. is a non-profit organization founded in 2013, they provide employment and training opportunities to people with functional diversity. The deal is to train 70 incumbent workers through the Registered Apprenticeship Program for the position of Sewing Machine Operator. The organization was delegated \$857,270.00 to complete the project.

LOCAL BOARDS SUCCESS STORIES

Single Mother in Mayagüez-Las Marías

In Mayaguez -Las Marías, a young woman, who resides in Mayagüez, had to drop out of high school after becoming pregnant. Her only income comes from the Nutrition Assistance Program benefits and a part-time job at a local boutique. During the objective assessment, the Individual Service Strategy identified her goals of completing her high school education and continuing postsecondary education. First, she got her high school credentials through an alternative education service provider, and then the case manager helped her complete the process to continue her postsecondary education. She is currently studying at the Interamerican University, San Germán Campus, to become a Pharmacy Technician and continues to work part-time at the boutique. She is still receiving follow-up services to complete her educational and occupational goals.

Bayamón/Comerío Dislocated Woman become Entrepreneur

A dislocated worker program participant in Bayamón-Comerío Local Area is a 35-year-old female with two (2) children that was a displaced worker from domestic household with barriers to employment, no occupational skills or work experience, and living in public housing. Through the evaluation process of Case Management, in February 2019, she decided to study Occupational Skills Training for Nails Technicians at D'Mart Institute, where she graduated with a 4:00 points average. Her success in this new career motivated her to continue with a new goal in the beauty industry, so she entered Cosmetology Studies and graduated with a 3.95 points average. Facing the COVID-19 lockdown, she decided to upgrade her occupational skill, continuing advanced cosmetology training as Super Master. She completed her training excellently and developed a business plan to start her own company. Currently, she is obtaining state operational permits to open her beauty salon.

OSY Become Paramedical in Bayamón/Comerío

In the youth program at Bayamon-Comerio local area, Carlos was an out-of-school youth, with no high school degree who returned to the Bayamón family's hometown from the United States to live with his grandparents. He had no skills or work experience. During the objective assessment, the Individual Service Strategy identify his goals of completing his high school education and continuing postsecondary education. In June 2020, he completed a High School Credential with an excellent performance from Proyecto Casa. Then he continued postsecondary education, an Associate Degree as Emergency Medical Technician (EMT), First Responder. Carlos completed his studies in April 2022 with excellent performance and determination. After completing his internship, he was recruited as a full-time Paramedical in Primary Care Ambulance. Currently, he

is working full-time and upgrading his occupational credentials by studying for a bachelor's degree in Medical Emergency.

Dislocated Workers Become Electrician Apprentice in Caguas-Guayama

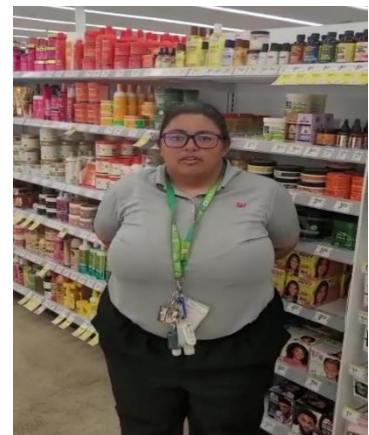


A dislocated worker arrived at the American Job Center in Caguas-Guayama Local Area during the summer of 2021 looking for a job. As part of his objective assessment, he identified the goal of achieving an occupational credential to increase his skills and opportunities for job placement. Through an Individual Training Account (ITA), he began postsecondary education in the career of Industrial Electricity Technology with PLC and Renewable Energy.

Tomás has been an exemplary student, improving his skills and obtaining excellent grades. He has also been part of Mech Tech's marketing campaign and now has achieved his Apprentice certification issued by the Puerto Rico Examiner Board of Electricians.

Guaynabo/Toa Baja Proud of Syndrome Down Youth

The local board is proud of one youth participant with down syndrome, referred by the Vocational Rehabilitation Administration to receive training services. A shy, struggling young woman who had never gotten a job opportunity is part of the "Fundación Puertorriqueña de Syndrome Down." She enrolled in WIOA Title I program to receive assistance with training and job opportunities. Her Case Manager helped her develop an Individual Service Strategy (ISS), assisted with career assessments, provided resume development tips, and prepared her for interviews. Title I program provided her first Work Experience at Walgreens, where she was able to strengthen her abilities and improve her occupational skills.



With the collaboration of a mentor provided by the Foundation to facilitate the training and supervision process, she managed and had an outstanding work experience that was compatible with her interests. As part of her ISS, she participates in a Leadership Development Service that encourages her responsibility, confidence, employability, self-determination, and other positive social and civic behaviors. With her effort and good performance during the activity, Mariline became part of the Walgreens workforce. Today she has an unsubsidized job.

San Juan NASA OSY Participant

San Juan's success story is an out-of-school youth at the AJC entrance level who only had a high school diploma. Currently, he is studying for a postsecondary degree, a bachelor's degree in industrial engineering, at the Polytechnical University of PR. After the Objective Evaluation and the Individual Strategy Service, he delivered a Work Experience with an educational component. As a result, he obtained a structured experience and the opportunity to explore careers and develop

skills. Then, he set his occupational goal to become an engineer. During his participation, he collaborated with the design of the website for the Local Board. In addition, he was enrolled in a NASA Program known as LSPACE, under the virtual modality in the design of proposals for aircraft to go to the planet Mars. For this activity, he obtained a certificate of participation, then continued his participation in the design of the prototype and its practice, for which he also got another certification. This youth is continuously active in the program, and the case manager offers a follow-up to take him toward his professional goals.

Southeast Dislocated Workers become Welder

Samuel came into the One Stop Center looking for a job after losing his because of the pandemic. Samuel is the head of his family and needs to get a job right away. In the development of his Individual Employment Plan, he identified the goal that he always wanted to be a welder. Through an Individual Training Account, Samuel completed his welding training and now has his own welding business.

LOCAL BOARDS INITIATIVES

Sign Language Training in Mayaguez las Marias

Taking into consideration the importance of filling the gap of communication between the deaf community and the government, following the provisions of the Americans with Disabilities Act, we identified alternatives to train our staff in sign language. As a result, thirteen employees had the opportunity to take an introductory sign language course, consisting of 30 contact hours, from February 7 to March 31, 2022. After completing the course, we had a closing activity in which the participating employees received a Certificate and had the opportunity to demonstrate the skills learned since most of the program was carried out in sign language.

We are pleased that part of our staff could be trained in sign language, enabling us to establish a communication channel with deaf people who visit us. In this way, we take affirmative action so that no person, due to their hearing impairment, is excluded from participating in our services, programs, and activities, thus making our agency an inclusive and integrated one.



Outreach Radio programs and social media live streams



Caguas-Guayama Local Board's most effective outreach strategies have been utilizing social media and local radio stations. The live streams and radio programs are transmitted from employer's facilities where they share their experience receiving Title I services. While targeting employers, they also share participants' success stories with the audience to reach out to people needing employment and training services. This year

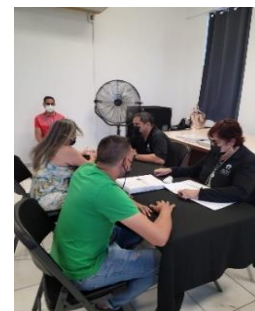
local board added a new monthly program: AMSI Informa radio show through WALO 1240AM Radio which covers the east region of the island. Also, they started in June 2022 a new program called Desde Aibonito con AMSI through a local Facebook Page. As a result, four monthly formal transmissions and short Facebook streams have increased the reach to potential participants and employers.

GTB Strategies to Serve Individuals with Disabilities

Guaynabo-Toa Baja developed some initiatives to improve service delivery to people with disabilities. The counselor was trained in sign language to serve better deaf participants and citizens in the one-stop center. Additionally, they build a partnership with "Fundación de Syndrome Down" to engage employers to serve individuals with disabilities through OJTs and work experience activities. AJCs involve persons with disabilities in their accessibility and program design efforts. Persons with disabilities have first-hand knowledge of barriers to employment and can be invaluable to making centers and affiliates accessible. These individuals can also provide insight into how to improve outreach and engagement of the disability community.

Northwest Exclusive Opportunity Zones

Northwest local board developed two events entitled Exclusive Opportunity Zones, which allowed them to identify the local employers, promoting AJC services to industry and business. Both events were denominated "Exclusive Opportunity Zones." In seven days, the local staff visited 138 local employers in San Sebastián and Aguada, two of eight Municipalities, to promote AJC services and to answer questions regarding recruitment and training opportunities. The best business engagement strategy is to get out there and in close contact with our employers.



They also increased the communications (outreach) efforts to let employers know where to find the One Stop Center. The local board strengthened its presence on its web page (www.odlnoroeste.com), on Facebook (American Job Center Aguadilla), on local radio stations,

local newspapers, and on flyers. Also, every time they have any hiring events or employer events, they get in touch with the local news outlet, as well as with national television/radio stations. All the efforts aim to communicate the services to prospective participants and employers.

Southeast Outreach Newspaper

The Southeast Local Workforce Development Area issues what we know as ALDL Sureste Informa. Through this publication, the Local Area promotes job openings, job fairs, and recruitment opportunities. Also, to regulate the board's responsibility to disclose its business, the Local Board adopted its Public Policy regarding the Sunshine Provision. On PY20, we published five (5) editions of this local publication. During PY21, we published nine editions of the ALDL Sureste Informa, including the 100th edition.

ACTIVITIES PROVIDED UNDER THE WAGNER-PEYSER ACT EMPLOYMENT SERVICE

INTRODUCTION

This Performance Report Narrative is submitted in compliance with TEGL 5-18, *Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative*, November 7, 2018. The report contains performance progress for the Wagner-Peyser Program during PY2021. The information contained herein is to be incorporated in the Statewide Performance Report Narrative to be submitted to the USDOL on or before the due date of December 1, 2022.

WAIVERS

As of the time of this report, Wagner-Peyser does not have any waiver in place authorized by the USDOL/ETA.

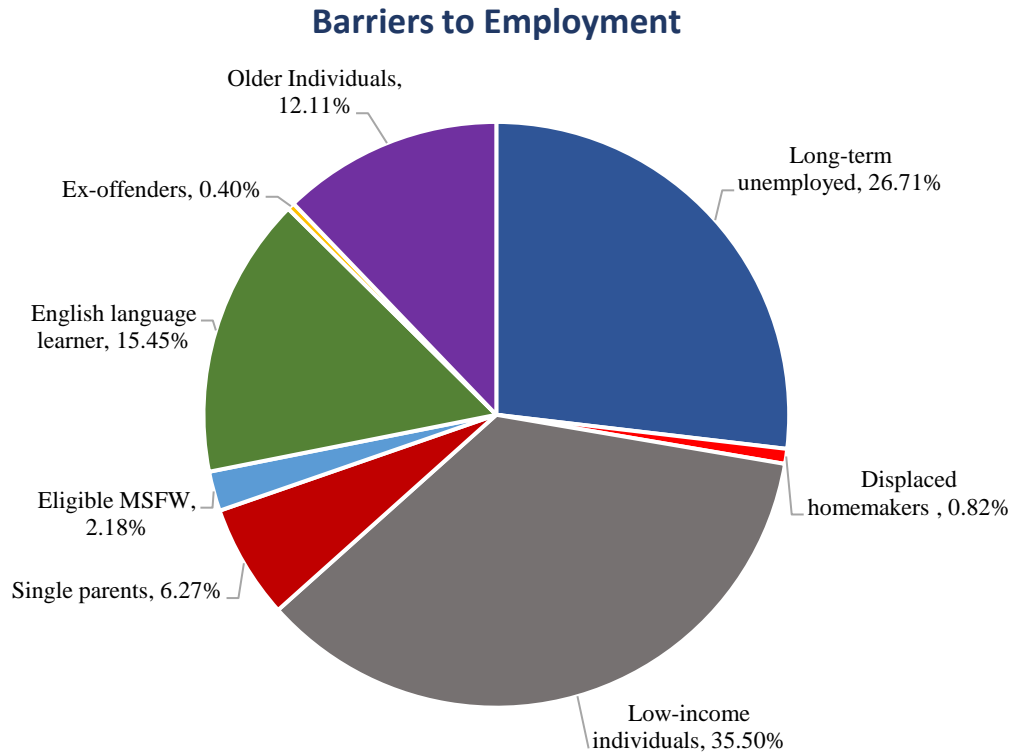
WAGNER-PEYSER PERFORMANCE ACCOUNTABILITY

Serving Populations with Barriers to Employment

The Puerto Rico Workforce System network provides comprehensive services and activities under the Wagner-Peyser Act to serve populations with barriers to employment. The Wagner-Peyser Managers participate on Local Workforce Development Boards to serve populations with barriers to employment and to help craft policy and services throughout the state. This includes different social groups as display in the next graphic.

The below graphic¹ shows that during Program Year 2021, Wagner-Peyser provided services to the most challenging to serve populations including the low income individuals (35.5%), the largest group served, followed by the long-term unemployed (26.71%), including UI claimants. These two (2) groups constituted the largest number of clients or participants who approached the American Job Centers in search of employment, placement and/or training services.

¹ ETA-9169 WP Annual Performance Report (Not Certified)



Also, the Jobs for Veterans State Grants (JVSG) program provides federal funding to hire dedicated staff to offer individualized career and training-related services to veterans and eligible persons with significant barriers to employment. The program also assists employers in filling their workforce needs with job-seeking veterans.

Providing Services to UI Claimants

Puerto Rico Employment Services policies' provide for the offering of career services to UI participants under WIOA, including the submission of an initial or continuous UI claims. UI delegates on Wagner-Peyser Program the responsibility of providing UI programs information to job seekers and UI claimants, about their rights and responsibilities.

In addition, UI claimants who received a first payment during a given week are referred to RESEA program, which is managed by the Employment Service. RESEA provides reemployment services to UI claimants in order for them to return to the labor market before they exhaust their benefits.

RESEA PROGRAM EVALUATION

On 2021, the Puerto Rico Department of Labor and Human Resources (PRDOLHR) published a Request for Proposal for the evaluation of the RESEA Program as required by law. As a result, a company was selected to conduct the RESEA evaluation. Recently they completed the paperwork that enables them to engage in business with the Puerto Rico Government. We expect to sign the contract on December 2022, to begin the evaluation of RESEA Program on January 2023.

Goals and Progress Towards Meeting Performance Measures

Currently the MIS system known as PRIS is operational, collecting the necessary information to generate the PIRL report (ETA-9173) and transmitting it to WIPS every quarter. At the time of this report, WP has generated the ETA-9173 reports of the Program Years 2018, 2019, 2020, and 2021. For PY21 Puerto Rico negotiated the following performance levels:

	Employment Rate (Q2)		Employment Rate (Q4)		Median Earnings
	Num.	Rate	Num.	Rate	Earnings
Negotiated		59.5%		59.5%	\$ 5,300
Targets					

The negotiated performance levels are based on the prediction of a statistical model designed and developed by USDOL/ETA. This statistical model predicts, based on historical data, the possible behavior of federal programs under WIOA and the possibility of meeting certain performance expectations. However, it can predict expected behavior, but such expected behavior will not necessarily aligns with the statistical model. There are external factors beyond the control of the program that can impact the final result.

The following table shows the actual performance levels attained. We were able to met the expected performance level of 50% or more during Q4 as required by USDOL/ETA Regional Office.

	Employment Rate (Q2)		Employment Rate (Q4)		Median Earnings
	Num.	Rate	Num.	Rate	Earnings
Actual	2,842	56.3%	5,225	51.3%	\$2,959

Wagner-Peyser continues monitoring the WP activities at the local level to assure compliance with the Employment Service policies and procedures established to provide guidance to program staff in the conducting of program activities.

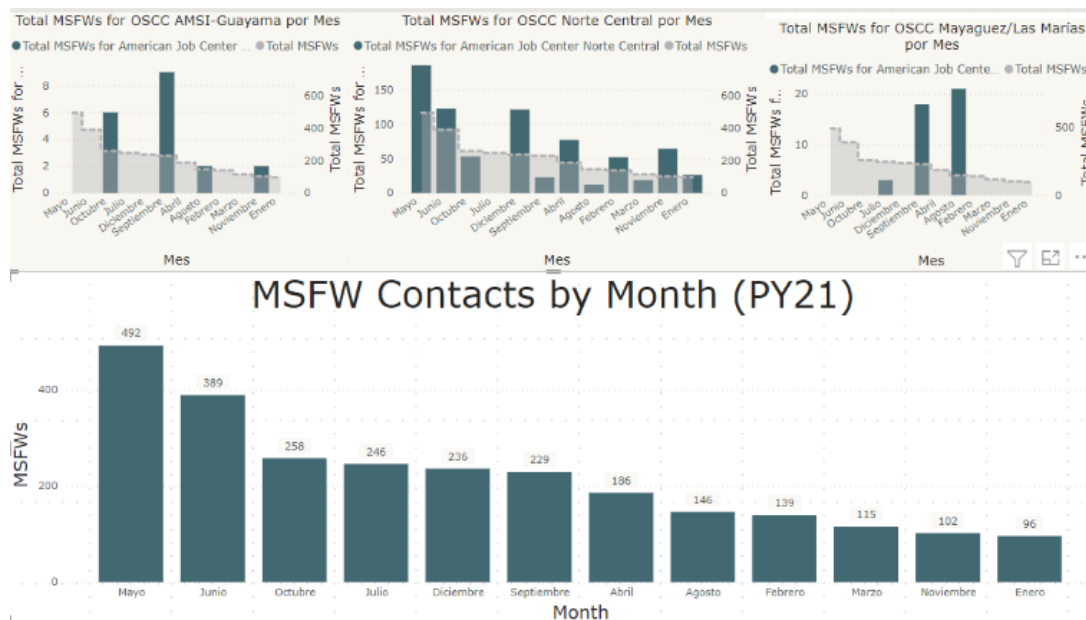
Services to Migrant and Seasonal Farmworkers Program

Puerto Rico is a significant MSFW state with six (6) American Job Centers/Employment Service Local Offices designated as significant MSFWs office. We have three (3) full-time Outreach workers and expect to fill the remaining three (3) Outreach workers positions by March 31, 2023. All three (3) of our Outreach workers are properly trained in all Wagner-Peyser regulations that govern MSFW's activities including the Complaint System, Field Visits, MSPA, National Farmworker Jobs Program, H-2A regulations, among others. The State Monitor (SM) position is currently vacant, but steps are being taken to fill the vacancy as soon as possible.

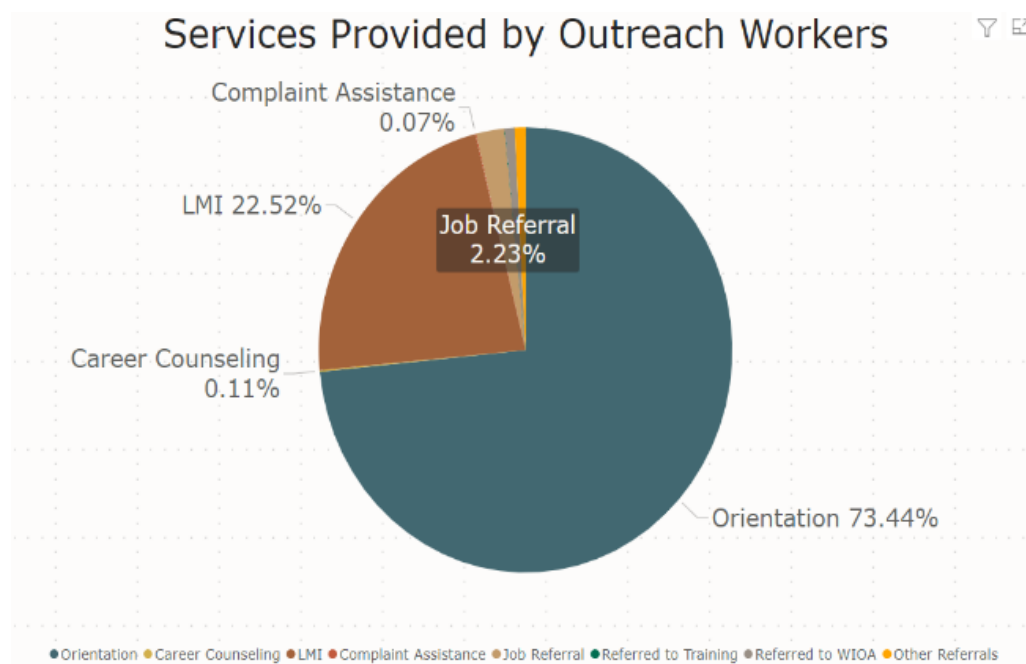
As per the Corrective Action Plan, the Outreach Workers engaged in the process of censusing agricultural employers and MSFWs to determine an approximate number of MSFWs in local areas and to help determine the designation of local areas as significant MSFWs local offices. The graph²

² Data obtained from the Outreach daily activity reports and the Monthly Summary Reports for PY2021.

below shows the MSFWs contacted both by local area and by month during PY2021. The first half of PY2021 shows the higher number of MSFWs contacted since these are the months where most harvestings occurred.



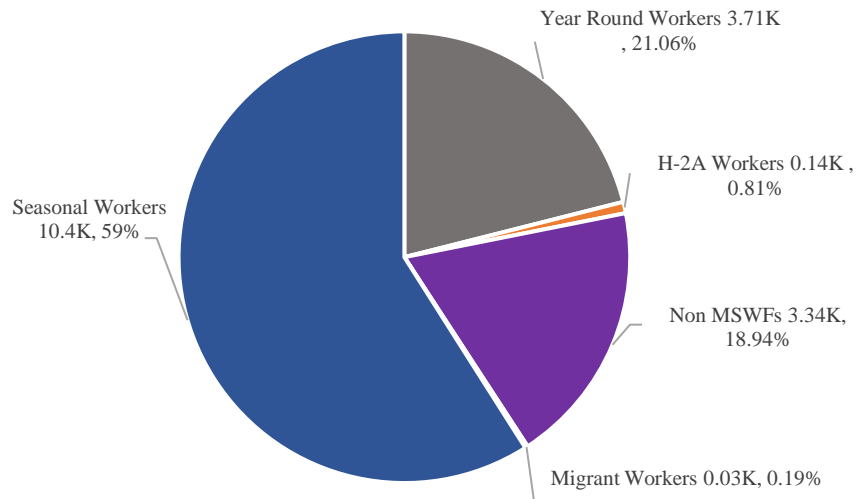
The two (2) main services provided by Outreach workers to MSFWs on the field are information of the broad services provided to them at the American Job Centers and the provision of Labor Market Information, according to the monthly summary reports presented by Outreach staff. To provide additional services MSFWs visit the American Job Centers for services such as career counseling, job search, workshops, training services, and other, including referral to other workforce system partners.



At the beginning of PY21, an initiative was started to census agricultural employers in local areas. This was implemented to identify where MSFWs would better provide outreach services in the local service area. The census also allows outreach workers to better determined agricultural employer's needs.

During PY2021, 231 active agricultural employers were identified. During the same period, several employers received information and support to complete the documentation to obtain a Temporary Employment Certification associated with an H-2A Visa. Puerto Rico has experienced an increase in applications for Temporary Employment Certifications associated with an H-2A Visa since the past three (3) years. This rise has emerged because of the COVID-19 pandemic and new challenges resulting from the pandemic.

Distribution of MSFWs Workforce (PY21)



The information obtained during the PY21 showed that of the total MSFWs employed by the employers contacted, 59% are seasonal workers followed by 19% of non-agricultural workers. Those workers who work for the employer all year round represent 21% of the total number of workers. Migrant workers, including H-2A workers, make up just over 1% of the total number of workers employed by employers.

FOREIGN LABOR CERTIFICATION

H-2A Program

During PY21, the Foreign Labor Certification Program received 34 applications from 32 unique employers for a total request of 260 visas for temporary work. Twenty-six (26) applications were approved for a total of 241 visas available for foreign workers. Six (6) applications were denied and two (2) were cancel due to lack of information or non-compliance with the regulations by the employer.

Regarding MSFWs, twenty-nine (29) MSFWs housing inspections were conducted in accordance with 20 CFR 1910.142, Temporary Labor Camps. This represents a total housing capacity for 247 workers. Eleven (11) job referrals were made to H-2A employers with active job orders but only one (1) worker was hired. The other ten (10) were referred to a close job order where the employer hired six (6) workers. One hundred eleven (111) H-2A workers arrived to Puerto Rico during PY21 and still there are some employers waiting for immigrating workers to arrive.

H-2B Program

During PY21 eighteen (18) applications were received for a total of 493 H-2B visas requested. Four (4) applications for restaurants and constructions areas were approved by USDOL for a total of 28 H-2B visas. One hundred ninety-one (119) applications were denied.

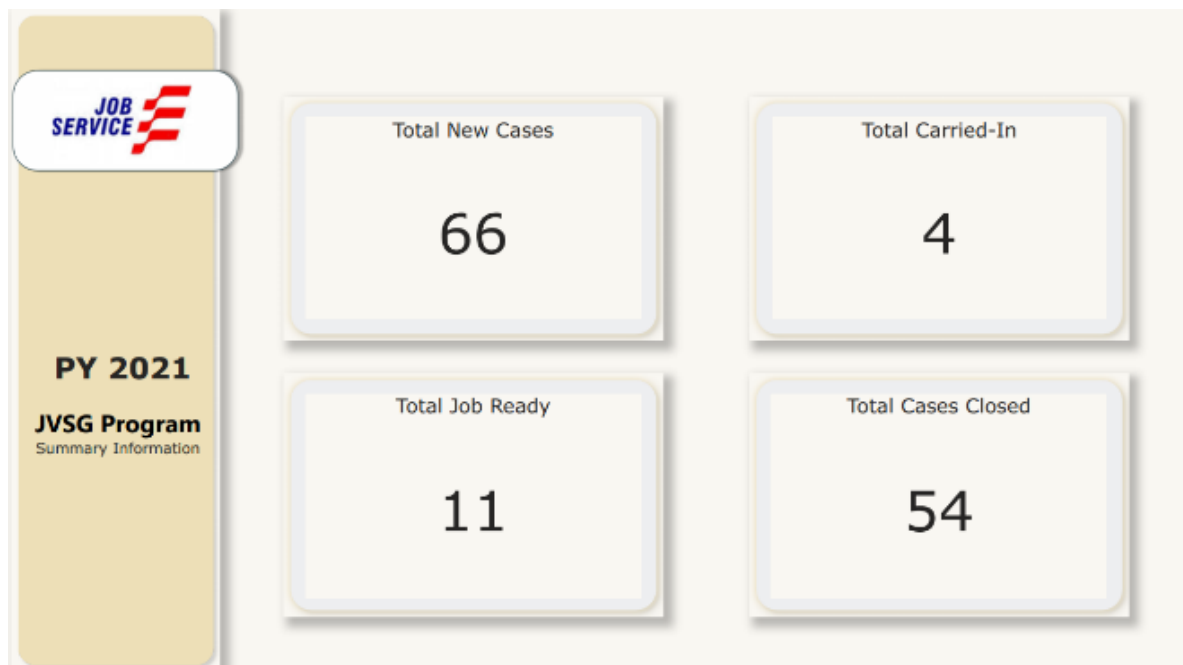
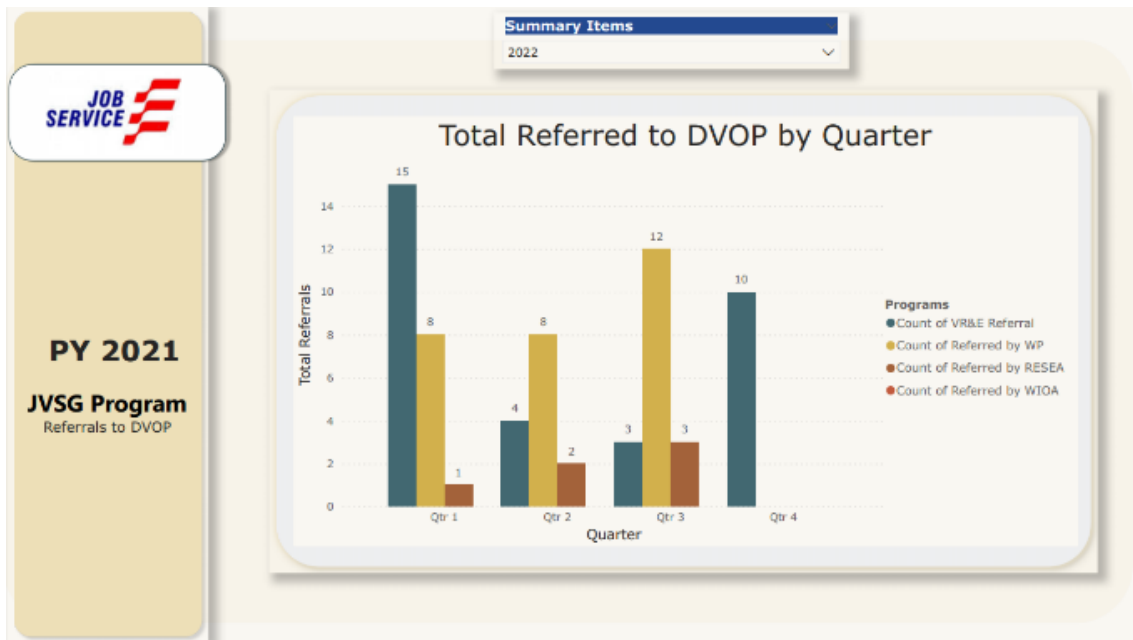
JOBS FOR VETERANS STATE GRANT

The Jobs for Veterans LVER Program made 3,118 contacts with employers in the local service area (employers may be contacted more than once) during PY2021 obtaining 1,136 job orders for a total of 1,249 job opportunities available to veterans.

The next graphs shows an actualice summary for the JVSG activities during JVSG FY21. Sixty six (66) referrals were made to the DVOP Specialists as shown in the figure below. Fourteen (14) veterans were placed in unsubsidized jobs.



The JVSG program has seven (7) vacant positions consisting of five (5) DVOP positions and two (2) LVERs. A Public Notice seeking candidates for positions was published until they are fill.



EFFECTIVENESS IN SERVING EMPLOYERS

One of Wagner-Peyser activities under Section 7(a) of the Wagner-Peyser Act of 1933, is the appropriate recruitment services and special technical services for employers. Certain career services, like the labor exchange activities (exchange work) and labor market information described in Section 678.430(a)(4)(ii) and (a)(6), must be available to local employers. These services are provided by Wagner-Peyser within the American Job Centers in Puerto Rico. Wagner-Peyser Business Specialists have the duty to perform outreach services to employers and provide them with staff-assisted services designed to educate them about local job market/economy and the range of services available through the local One-Stop Delivery System. These services are provided in a variety of interventions including orientation sessions, initial site visits, labor market information, rapid response services, etc.

Performance Measures on Services to Employers

The program has been working closely with the Department of Economic Development and Commerce (DEDC) to report on the performance measures on services to employers. Data gathered by WP over the years has been used to determine services to employers performance measures. Once we receive the ESE reports, we will review and confirm certification on this performance measure, in collaboration with DEDC.

Out of State Employers:

Public Law 87 of June 22, 1962, as amended, known as the *Promotion of Employment Opportunities Abroad*, enacted by the Puerto Rico legislature, requires employers or persons who want to recruit workers in Puerto Rico to perform work in the continental United States or abroad, to obtain an authorization from the Puerto Rico Secretary of Labor to engage in such active recruiting. This allows Wagner-Peyser to provide business services to employers in the mainland and assist them to conduct out-of-the state recruitment efforts for the hiring of qualified candidates with special skills. Many of these jobs are on a temporary basis while others require the worker to relocate permanently.

During PY2021, twenty two (78) U.S. employers engage in out-of-state recruitment in Puerto Rico. The following figures shows a general overview of the activities under this non-federal program.

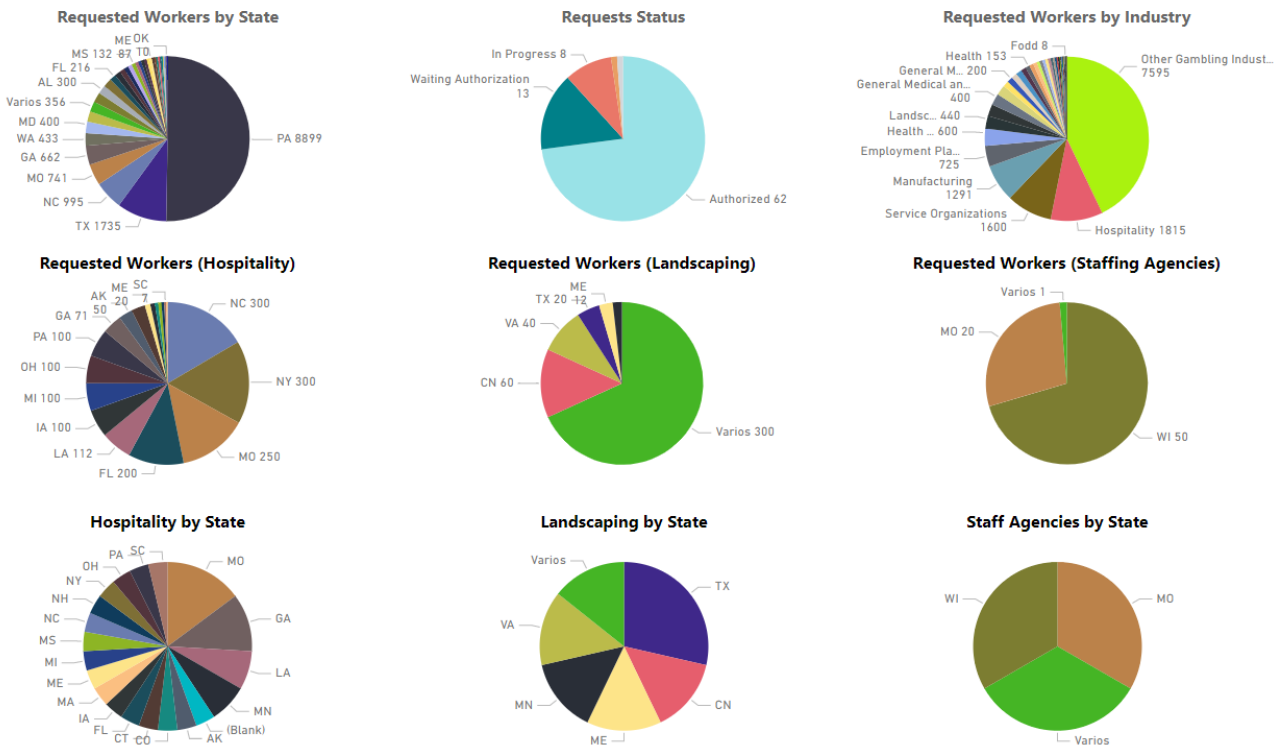


Figure 1: Services to Out-of-State Employers during PY2021

We will continue to assist out-of-state employers who are in search of qualified candidates to fill their job vacancies in several industries such as landscaping, hospitality, manufacturing, health, and many others.

WOTC Program

The *Work Opportunity Tax Credit Program (WOTC)* is a federal tax credit program administered by the IRS. The tax credit is aimed to employers who filed a Federal Income Tax Return. Through the Program, the employer may obtain a tax credit by hiring people who belongs to a disadvantaged group, whether economic, physical, or social as determined by law.

In Puerto Rico, the credit applies to any employer whose parent company is in the United States, who claims the tax credit for employees recruited in their establishments in Puerto Rico. This fluctuates from \$1,200 to \$9,600, for each new employee.

WOTC impacts two (2) sectors of the population: 1) the employers who has a contributory obligation to the IRS and, 2) the population groups listed below.

- Unemployment Insurance Program Claimants
- Participants of the Temporary Assistance to Needy Families Program (TANF)
- Nutrition Assistance Program (SNAP) Participants

- Ex-Offenders
- Veterans
- Participants in Vocational Rehabilitation programs (state or Veterans Administration)
- People referred by the *Ticket to Work* Program

The achievements attained by the WOTC Program during the period from July 2021 to June 2022 were as follows:

JULY 2021 - JUNE 2022					
Applications Received		Certifications Issued		Applications Denied	
PY20	PY21	PY20	PY21	PY20	PY21
4,539	8,754	1,784	2,863	2,460	3,297

We have included performance data from previous program year to compare the program from other program years. In totals, an additional 4,215 more applications were received, 1,079 additional certifications were issued, and 837 additional applications were denied during the period from July 2021 to June 2022 compared to the period from July 2020 to June 2021.

Although WOTC uses a MS Access software to facilitate the processing of applications, this software requires the user to enter the application manually, without the intervention of the employer. To address this issue, a service provider was selected to fully automate WOTC. We are in the process of engaging into the contract agreement to start the migration of the data to the new system Rapid Response Activities.

WOTC is still under a Corrective Action Plan to address the program back log. However, we are in the process of fill the vacant positions and hire additional staff due to additional funds received to address the bag log situation.

Rapid Response Activities

Wagner-Peyser participated in five (5) Rapid Response events, during FY21, to provide support to displaced workers and help them in their endeavor of finding a new job.

ACTIVITIES UNDER SECTION 7(B) OF WAGNER-PEYSER ACT

As of June 30, 2022, no activities were conducted by the Employment Service under Section 7(b). Over \$1.2 million are available in the governor's reserve for the next two (2) years. To address that, the PRDOLHR has identify various initiatives and strategies aim to the use and investment of the 10% Wagner-Peyser governor's reserve. As a result, a company was engaged to develop an initiative under Section 7(b) of the Wagner-Peyser Act directed to services to population with special needs.